uonews

Universal Orlando Resort™ Team Member Newsletter

April 2 - 15, 2018

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GRAD 18 BASH

UNIVERSAL ORLANDO™

THE GRADS ARE BACK!

They'll celebrate with a night like no other at Universal Orlando Resort™

APRIL 13, 20, 27, AND 28 7 PM - 2 AM

SEAN PAUL LIVE IN CONCERT • DJS • TWO THEME PARKS • AND MORE

Grad Bash is a once-in-a-lifetime, rite-of- passage celebration for high school seniors. Seniors will enjoy an exciting night with their friends in Florida's only grad celebration with exclusive, private access to thrilling rides and attractions. Plus, there's a live concert with one of today's hottest acts, live DJs, street entertainment, and more. This year, Sean Paul will be performing on all Grad Bash event nights!

For more information, check out **www.universalorlando.com/gradbash**

Jurassic Park TM Universal Studios/Amblin. Prices, dates, times, attractions and entertainment subject to change without notice. © 2018 MARVEL. Universal elements and all related indicia TM & © 2018 Universal Studios. © 2018 Universal Orlando. All rights reserved. 1725753

UNIVERSAL ORLANDO RESORT™

PRODUCED BY TEAM MEMBER COMMUNICATIONS

UNIVERSAL STUDIOS FLORIDA™ • UNIVERSAL'S ISLANDS OF ADVENTURE™ • UNIVERSAL'S VOLCANO BAY™ • UNIVERSAL CITYWALK™

What's New

HEAR YE HEAR YE!

Rock the Universe Acts Announced

On September 7 and 8, Rock the Universe is back for a weekend filled with faith and worship in the exhilarating atmosphere of Universal Studios Florida.

This year's incredible talent line-up features some of the genre's biggest names like Casting Crowns, Jesus Culture and TobyMac. **Check out the full line-up below.**

FRI, SEP 7
- Jesus Culture
- TobyMac
- Lauren Daigle
- Red
- Zach Williams
- Trip Lee

SAT, SEP 8
- Casting Crowns
- For King & Country
- Family Force 5
- Brandon Heath
- Andy Mineo
- Ryan Stevenson

Guests will also have access to the FanZone presented by Coca-Cola. Here they can enjoy even more live performances, attend autograph sessions with your favorite performing acts and more. It's going to be an epic weekend you won't want to miss.

Tickets for this year's event will go on sale soon. Stay tuned to the blog for more updates on this year's Rock the Universe at Universal Orlando.

Halloween Horrror Nights NEW Offer

On select nights from September 14 to November 3, guests will face an era of evil as Halloween Horror Nights 2018 is unleashed at Universal Studios Florida.

But guests can now purchase select tickets and vacation packages for the world's premier Halloween event – Universal Orlando's Halloween Horror Nights. And for the first time ever, guests can get double the scares with the purchase of a limited time ticket where they can buy a night and get a second night free.

Halloween Horror Nights Flex Ticket "Buy a Night, Get 2nd Night Free"

Now through June 6, guests can purchase Universal Orlando's "Buy a Night, Get a 2nd Night Free" ticket offer online, which includes: **Sunday – Friday** ($77.99 per adult + tax): *Entitles one (1) guest admission to two (2) 2018 Halloween Horror Nights event nights on any Sunday – Friday event night*

Learn more at:
halloweenhorrornights.com/orlando

Please note: Team Member discounts do not apply to this offer. Information about discounted tickets and other offers for Halloween Horror Nights™ will be released this summer. Stay tuned to official Team Member communications for more details!

Voodoo Doughnut NOW OPEN for Preview

Voodoo Doughnut at Universal CityWalk is now open for preview! The preview is a time for our guests to sample the delightfully weird and sinfully delicious creations as the finishing touches are completed on the experience in preparation for the venue's official opening. During this time, the shop will be open on a limited, unscheduled basis.

The founders of Voodoo Doughnut, Kenneth "Cat Daddy" Pogson and Tres Shannon, have brought the same vision from their first store in Portland to life in Universal CityWalk – first in Hollywood and now Orlando. That means you can experience pink-theming, an offbeat vibe and irreverent doughnut names for the first time east of the Mississippi. Exclusive to our location, the throne will sit right outside the shop and will allow you to take the most unique photos while savoring sweet treats. Also exclusive to our location is a decorating counter where you'll be able to watch as our master decorators prepare the toppings and icing designs on the more than 50 types of doughnuts.

Stay tuned for updates, including when the venue will officially open, and stop by during the preview to try some of the delightfully weird doughnuts - Team Members can take advantage of a ***15% discount with a valid UO ID.***

IMPACT Wrestling Returns

IMPACT Wrestling returns to Universal Studios Florida in Orlando on Soundstage 19 for 5 nights of thrilling Television Tapings! See your favorite IMPACT Stars and Knockouts April 22 through April 26 live! IMPACT Wrestling features some of the biggest stars in professional wrestling, including Alberto El Patron, Austin Aries, Johnny Impact, Matt Sydal, Eddie Edwards, and Brian Cage, the high-flying X-Division, plus the lovely and lethal Knockouts, including Rosemary, Allie, Taya Valkyrie, and Su Yung.

April 22 | 8:00pm Tape Time • April 23 - 26 | 6:30pm Tape Time
Soundstage 19

IMPACT WRESTLING airs every Thursday night at 8:00pm EST on Pop TV Network. The April 22 show will be a Pay Per View event.

NOTE: Team Members and their guests without park admission should arrive one hour prior to tape time at the Blue Man Group courtyard. Team Members must be in "plain clothes;" wardrobe is not permitted. IMPACT WRESTLING events are non-ticketed as seating is based on a first-come first-served basis.

BEHIND THE DESIGN: Universal's Aventura Hotel Bar 17 Bistro

Don't miss a close-up, behind-the-design look at Universal's Aventura Bar 17 Bistro on Universal Orlando's official blog, Close Up. "The same contemporary design and style used throughout the hotel will carry into the design of the rooftop venue. When you step off of the elevator and into Bar 17 Bistro, you'll feel like you've arrived at the city's newest hotspot with sky-high views of Orlando like you've never seen before."

Visit **blog.universalorlando.com** for more on this inside look with Meghan Hudak, Assistant Facility Design Manager.

Grad Bash 2018

UNIVERSAL ORLANDO
GRAD 2018 BASH

Grad Bash Returns for Four Nights in April!

Grad Bash is an amazing once-in-a-lifetime party with thrills, music, dancing and adventure. For four exciting nights, April 13, 20, 27 & 28, High School Seniors will enjoy Orlando's most thrilling rides and attractions, plus there will be live concerts from some of today's hottest acts.

Be sure to familiarize yourself with the following quick facts and pick up a copy of the ***Grad Bash '18 special edition of the Team Member Reference Guide*** for even more information.

ENTERTAINMENT

- **Sean Paul** - All nights
- **Live DJs, Street Entertainment, and More!** - every event night

UNIVERSAL CITYWALK™ PRE-PARTY

- **Universal CityWalk™ Pre-Party:** 5:00pm - 8:00pm
- **Exclusive access to Universal CityWalk™**
- **Unlimited Dinner Buffet**
- **Street Entertainment & Live DJs**

GRAD BASH MIX-IN

Access to both Universal Studios Florida™ and Universal's Islands of Adventure™ beginning at 4pm

- **Easy entry between both theme parks** via a dedicated event crossover path
- Attractions available for both Seniors & Chaperones

SOCIAL ENGAGEMENT

- **Snapchat Filter:** Please encourage attendees to snap their experience and follow us on Snapchat: **@UniversalORL.**
- **Official Hashtag:** Encourage attendees to share their excitement with **#GradBash** on their social channels (Twitter, Instagram). They may be featured on the big screens at the Music Plaza stage during the event night.
- **#GradBash Printing Station:** Students who post on their Instagram or Twitter using #GradBash can pick up a printed version as a keepsake from the hashtag printer station near Classic Monsters Cafe™.

CHAPERONE BENEFITS

- **Express Access** at all participating attractions
- **Chaperone-only Lounges** located at Mythos Restaurant™ in IOA and Pantages Theater in USF
- **Chaperone meal is served from 9:00pm to Midnight** at Lombard's Seafood Grille™ in USF and Thunder Falls Terrace™ in IOA

EVENTS EXIT / WRISTBAND COLORS

- **Guests exit Grad Bash in designated locations based on their wristband color.** Please familiarize yourself with the key below to be able to direct attendees accordingly.

Wristband Colors in Key Below Match Exit Locations.

Crossovers to IOA/USF locations are also indicated.

Please note: *IOA crossover traffic will be routed through the soundstage breezeway until 9:30pm, then beginning at 9:30pm through the New York Public Library façade.*

IOA EXIT	ISLANDS OF ADVENTURE EXIT GREEN/ORANGE WRISTBANDS
CW EXIT	CITYWALK EXIT BLUE WRISTBANDS
FFL EXIT	FEAR FACTOR LIVE EXIT YELLOW WRISTBANDS
IOA PATH	CROSSOVER TO IOA
USF PATH	CROSSOVER TO USF

Grad Bash is a hard ticket event (not inclusive of daily park admission). Guests (high school seniors/chaperones) must pre-purchase event tickets with their school groups in order to attend this event, and **all Grad Bash dates are currently sold out.** Guests with questions regarding the event or its availability can email GradBash@universalorlando.com. Tickets not available to general public. All daytime guests must exit Universal Studios Florida and Islands of Adventure by designated closing time of 6:00pm on all event nights. All event guests must wear a Grad Bash Wristband.

PARKING DURING GRAD BASH

It's that time of year again, and as in previous years, both Grad Bash and Gradventure special events require the use of most open-air sections of the main Team Member parking lot to accommodate the hundreds of student buses that will be on property.

Parking and Security will be actively directing Team Members to specific parking spots, **Team Members will not be able to select their own parking space.**

- Team Members who will leave work before 3:30pm or 6:00pm on event days will be directed to park in specific areas of the open-air sections of the parking lot. Vehicles **WILL be towed** if they remain in these spaces past the 3:30pm or 6:00pm cutoff times.
- Team Member pick-up and drop-off will move to the front B-110 starting at 3:30pm.
- Team Members who will leave work after 6:00pm will be directed to the TeamPark garage.
- Parking for motorcycles, TeamCare, BRAVO winners, and most Disabled parking spots will not be impacted and will remain open all day long.
- During event departures, Team Members who need to access Team Park will need to exit via the B-110 lobby and use the bridge to enter the garage. This typically occurs starting at 1:00am and is necessary to keep Team Members safely separated from bus traffic.
- Team Members should allow an additional 30 minutes whether coming into or leaving work as new traffic patterns and exiting buses can cause delays.
- After 3pm, only the Turkey Lake entrance will be open for Team Members to enter.

As always, we appreciate your patience and understanding!

Thank You

In the Spotlight

IN THE KNOW

Comcast NBCUniversal Ranks #7 on LinkedIn's Top Companies List

Comcast NBCUniversal has been named among the Top Ten Companies in the country by LinkedIn. This list is based entirely on actions of LinkedIn's 500+ million members, which includes many of our employees, ranking the most in-demand employers on three main metrics - job applications, engagement and retention.

This latest award adds to Comcast NBCUniversal's growing list of workplace honors, including being named one of Fortune's 100 Best Companies to Work For, number one in the country for diversity, one of the top five companies for working parents, and among the most military friendly employers.

Check out Universal Orlando's LinkedIn page to learn more! **www.linkedin.com/company/universal-orlando-resort/**

UCF Hosting *Universal Knights* Special Event Sunday, April 15

UCF's Student Government Association is hosting "Universal Knights," a special in-park event at Universal's Islands of Adventure for UCF students with tickets. The event takes place Sunday, April 15 from 8:00pm to 1:00am.

Since this is a private event, **all UO Team Members who are students at UCF are required to have an event ticket and wristband in order to be admitted to the event. Team Members who are UCF students must enter from the IOA main entrance.** All free tickets have already been reserved. Additional event tickets will be available for student purchase on the day of the event from 4:00pm to 8:00pm at the IOA ticket booths for a reduced rate of $57.00 each.

For additional event information and details visit **www.ucfsga.com.**

Domestic Partner Changes Effective April 1, 2018

On June 26, 2015, the U.S. Supreme Court declared same-sex marriage legal in all 50 states, meaning all benefits plans for married couples now also pertain to same-sex married couples. At that time, Universal Orlando elected to allow domestic partner benefits for a longer duration to allow a gradual 3-year timeframe to adopt the new regulations.

In April 2017, we began an annual campaign to communicate that the deadline for the changes would be changed in one more year. We communicated individually with each Team Member who had covered a domestic partner under one or more of our benefit plans about the changes. As of April 1, 2018, domestic partner benefits will end and only married same-sex and opposite-sex spouses will be eligible for coverage in Universal Orlando's benefits plans and policies.

This change impacts coverage in our group insurance program (i.e., medical, dental, vision) as well as policies such as parental leave, bereavement leave, family/medical leave (FMLA) and adoption assistance.

Please contact the Benefits Department at 407-363-8035 with any questions.

Developing Leadership Talent Program Graduates 22nd Class

Talent Development's Developing Leadership Talent (DLT) Program continues to prepare Leads and Team Captains for potential leadership opportunities by providing them the knowledge and experience necessary for an exempt leadership role. The most recent class of graduates celebrated the completion of the program on March 22. During each week of the program, participating Team Members explored different leadership competencies through classroom sessions and structured on-the-job training at their own venues. Students completed projects that support the program's learning goals and met one-on-one with an assigned mentor regularly to discuss their progress. Congratulations to the recent DLT graduates!

Interested in participating in the next DLT round? Talk to your leader today!

In the Volunteer Spotlight: Linda Hall

Hometown: Orlando

Role at UO: Vice President, Horticulture **Years with UO:** 26 years

Volunteer Organization: Shepard's Hope.

Years Volunteering with this organization: 1 year – This is my initial involvement with them.

What does your Volunteer role consist of? My role with Shepard's Hope is to help support the community gardens in Winter Garden. This particular neighborhood has been deemed a food desert, because access to healthy food and vegetable options are limited. We are also supporting "Green Up Orlando" as they teach the children of Winter Garden how to grow healthy vegetables. We offer support, supplies, guidance, seeds, and labor when needed.

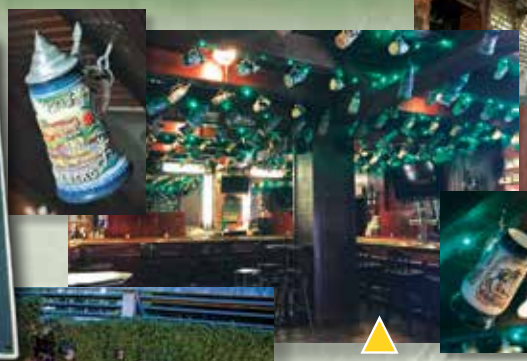
What was your most memorable experience? My most memorable volunteer experience would have to be my first Comcast Cares Day in 2012. We built a huge butterfly garden for Eccleston Elementary and released butterflies with the children. It was amazing and emotional.

UNIVERSAL CITYWALK™ ORLANDO

SPOTLIGHT

This month, we are shining the spotlight on **Pat O'Brien's®**, Universal CityWalk's reproduction of the infamous New Orleans original! After taking a closer look at this festive restaurant and bar, we learned what it takes to recreate the essence of Bourbon Street right here at Universal Orlando.

THE SIGHTS



The muskets suspended from the ceiling in the carriage way entrance represent every country that has waved its flag over the city of New Orleans.

With over 500 beer steins hanging from the ceiling, champagne bottle wall lamps, and mirrored bar backs bordered with ornate ironwork, the Main Bar or "Locals Bar" has the feel of an old-fashioned private gentlemen's club -- but everyone is welcome here!

The 4,000 square foot Patio imparts Southern living at its best. At the center stands Pat O'Brien's® landmark Flaming Fountain, a stone and copper design hosting a brilliant flame amid streams of water.

THE SOUNDS

One of the most unique features of Pat O'Brien's® is the dueling pianos. Our piano shows start at 5pm daily and the dueling pianos entertain nightly (subject to change) in the Piano Bar. And at 10pm, the party really starts when the full-service restaurant transforms into a high-energy lounge with a $7 cover charge (Must be 21+ after 10 pm with valid photo ID).

Fun Fact: *Patrons used to throw pennies at the piano players to request a song. To ensure the pianos weren't scratched, they covered the pianos in copper, later realizing that it improved the sound. The table tops are also made of copper!*

THE TASTES

Whether you're looking for a satisfying sit-down meal, or you just need to unwind with a cool beverage, Pat O'Brien's® has something for you. Pat OBrien's® is open for dinner only, when you can enjoy a variety of delicious Cajun recipes like Crawfish Étouffée, Bayou Blackened Redfish, the N'awlins Po'Boy, and even sweet Beignets. For guests 21 years of age and older, there is a wide selection of specialty cocktails including classics such as the Mint Julep, as well as originals like the Pat O'Brien's Hurricane.

Fun Fact: *Due to an abundance of rum that Pat O'Brien's® acquired during World War II, the recipe for the Hurricane evolved with the name coming soon after when a glass shaped like a hurricane lamp was used to serve the fruity rum cocktail.*

EXCLUSIVE TEAM MEMBER DISCOUNT:

April 1 through April 30

Come experience Pat O'Brien's for yourself! Team Members with a valid UO ID receive one (1) free appetizer per group/table with the purchase of an entrée during the month of April *(other restrictions may apply)*.

Pat O'Brien's
Have Fun!

Around Our Universe

IN THE PLAN

The 2018 Plan Year is Now in Effect

The 2018 Plan Year for Team Member benefits, began on Sunday, April 1, 2018. All changes, including additions or cancellations, in elections are effective as of this date. Any applicable deduction rates will be reflected on your paycheck stub dated April 13, 2018. If you wish to confirm the changes you made, please access your Benefit Confirmation Form on ESS.

Please review your paycheck stub for these changes. **If you have any questions about your benefit coverages, deductions, or cards please contact the Benefits Department at 407-363-8035**

New Rescue Card Kiosks Introduced at Wardrobe

From time to time, our front-of-house Team Members are asked to "rescue" at different venues, providing additional support at a location other than their own. In these situations, the Team Member has to change their wardrobe to match the venue at which they are rescuing. That's where the all-new "Rescue Card Kiosks" come in!

Previously, Team Members would have to go to Wardrobe Guest Services and have a sheet printed out for them outlining their new wardrobe information. Now, Team Members entering Wardrobe will see two new kiosks: one for Universal Studios Florida and one for Islands of Adventure. The kiosks are filled with brand-new laminated "Rescue Cards" that display the required wardrobe for each venue in the parks, and the location of each corresponding garments and accessories within the building. Once the Team Member finds their wardrobe, they return the Rescue Card and proceed to check-out.

This convenient new enhancement will make it easier for our rescuing Team Members to get the information they need, while also furthering our Green is Universal initiatives by saving paper. The Rescue Card Kiosks are just one of the many improvements to come to the Team Member Wardrobe experience.

Volcano Bay Opens All-New Field Operations Offices

Based on TSAT feedback related to Question 21: *I have the materials and equipment I need to do my work,* Volcano Bay recently opened all-new Field Operations Offices for the leadership teams of Aquatic Operations, Premium Services, and Park Services. The new offices, located in the Waves Village and River/Rainforest Village, offer an enhanced work area that are closer to the team's venues and work locations within the park. The new offices were dedicated with a special ribbon-cutting ceremony with representatives for each department in attendance!

"We wanted to provide these leadership teams a more convenient workspace that helps increase efficiencies and improve access to important resources," says **Bob Sharpe**, Assistant Director, Operations - Volcano Bay. "I want to personally thank the P533 Project Team, Melissa Perez-Altreche, Anita Hans, Jerad Johnson, Dan Miller, Kip Johnson, and the UO Security team for their herculean efforts on making these two areas a reality."

Join the APA for the Junior Achievement Bowl-a-Thon

Bowl-A-Thon
Junior Achievement of Central Florida

Hit the lanes with the Asian Pacific American Network (APA) to represent Universal Orlando by participating in the JA Bowl-a-thon! All Team Members are welcome! In partnership with Community Relations, we are proud to support this annual event. Every dollar raised will help provide K-12 programs to the students of Central Florida. Junior Achievement (JA) uses practical, hands-on activities to show students how the business world operates and how it affects them as students, family members, citizens, and consumers.

APA – Volunteer: JA Bowl-A-Thon
Saturday, May 12 / 1:00pm to 3:00pm / AMF Sky Lanes Bowling Center Orlando

If you would like to participate, please contact **Rose Zhang at (407)-224-8070** or **Rose.Zhang@UniversalOrlando.com**

Break-Away Café Has New Look!

On March 28, the Break-Away Café at Universal CityWalk hosted a "Grand Re-Opening" of their newly refurbished Team Member grill. President/COO, Bill Davis, attended the ceremony, and did the honors of cutting the ribbon to celebrate the official unveiling of the new enhancements. Updates to the venue include:

Brick interior walls • Wooden floors • New tables and chairs • Expanded seating • Grab-and-go menu items • and more!

"We're very excited about these changes to the Break-Away Café," said General Manager, Greg Charlton. "This was a result of Team Member feedback, whether directly or through TSAT, and we are happy to see these changes come to life."

Be sure to stop by the new and improved Break-Away Café!

Team Members Only

UOTMS
Universal Orlando Resort™ Team Member Services

ACTIVITIES

April Book & a Movie - *Ready Player One* by Ernest Cline

Ready Player One is a soon-to-be major motion picture directed by Steven Spielberg. Author Ernest Cline writes about the reality of 2044 from the perspective of a teenage gamer, Wade Watts. The enchanting novel is April's Book and a Movie. Join us at the Briar Suite (located above Pat O'Brien's®) and continue on to the movie at AMC CityWalk.

Thursday, April 12 / 5:30pm / Pat O'Brien's Upstairs then AMC CityWalk
Book cost: **$9** / Movie cost: **$5 /** *Register in Team Member Services in B111*

Painting with a Twist

Don't miss Team Member Night at Painting with a Twist! You can enjoy step-by-step instruction from experienced and enthusiastic local artists as you paint your masterpiece.

Thursday, April 19 / 6:00pm / Windermere Location
Cost: **$15** (Space is limited) **/** *Register in Team Member Services in B111*

UOTM VIPs Win Big!

Become a UO Team Member VIP and enter to win prizes!

When you attend any of the Team Member Appreciation Events throughout the year, you will receive an exclusive VIP badge. With every event you attend, you receive one sticker on your badge. After you receive at least ***three*** stickers, you can enter various drawings for a chance to win some prizes.

Our first two winners of the first UOTM VIP drawing has been announced!

Congratulations to **Natalie Rivera** (left) from Volcano Bay and **Ciara Vazquez** (right) from Attractions Operations!

For more information on the **UOTM VIP program** go to UOTeam.com/appreciation

Team Member Comp Pass Distribution Coming Thursday, April 5

Team Members who are eligible to receive comp passes as part of our regular quarterly distribution will see tickets added to their account on Thursday, April 5, when they sign in to the Team Member Comp Pass system. **To be eligible for passes, Team Members must be actively employed as of October 5, must be actively employed at the time of picking up passes, and must have worked a minimum of 32 hours between December 31, 2017 and March 31, 2018.**

As a reminder, Team Member Comp Passes are subject to blockout periods. Team Members may obtain a list of blockout periods by referring to the blockout calendar on UOTeam.com/comppass, or by calling the Comp Pass Hotline at 407-224-6110. Please note, the Volcano Bay summer blockout period begins May 25 through September 30 and includes all Team Member Comp passes, as well as access with your Team Member ID.

(Team Members who leave the company in good standing will have access to their account for 180 days from their last day worked. Team Members who leave the company who are not in good standing will lose their access immediately.)

QUICK CUTS

Share Your Celebrations

- Congratulations to **Jon Dumee** from Food & Beverage and Nicole Dumee - the couple celebrates their 15th wedding anniversary on April 19..
- Congratulations to **Suheyn Zambrano-Hernandez** from Marketing & Sales and Alberto Hernandez - the couple celebrates their 1st wedding anniversary on April 20.
- Congratulations to **Gary Peters** from Technical Services and Michelle Peters - the couple celebrates their 7th wedding anniversary on April 23.

Are you celebrating a recent wedding anniversary, engagement, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of *UO News*! Simply visit UOTeam.com/celebrations and fill out the easy-to-use form with your information.

Team Member PLANT SALE is Back April 9!

Greenery Productions sets up at **Gate 2** for a bromeliad plant sale exclusively for Team Members. Purchase from a wide variety of smaller plants too. *Remember:* credit cards are accepted.

F.L.O.W. Bus Returns April 23

Florida Licensing On Wheels (F.L.O.W.) stops by on Monday, April 23 to offer its services to our Team Members – onsite!

It's convenient way to renew or obtain a replacement driver license, change a name or address on a driver license, get an identification card, renew a vehicle registration, or purchase a specialty license plate. Please keep in mind that UO family members are accepted as well!

Reminder: Celebrate Your Birthday with a Complimentary Meal!

Who doesn't appreciate a birthday celebration? All UO Team Members are invited to either the Backlot Bistro, IOAsis Grill, Break-Away Café, and now, The Breezeway, during the month of their birthday to enjoy a meal courtesy of UO (up to $5 in value). Just show your ID at the register and explain that you're claiming a birthday meal!

And There's More!

UNIVERSAL ORLANDO

TSAT in Action Award Winners

SPRING 2018

Congratulations to each of the following recipients of the semi-annual TSAT in Action Awards! All of these winners are being recognized for their achievement in survey results based on the 2017 Team Member Satisfaction (TSAT) survey (considering areas such as Engagement, most significant improvements, number of "Outstanding" survey items, and being a "standout" when compared to the rest of their division). These leaders actively contributed to their teams' results and ensured the results were supported by solid action plans. By living the values of respect and teamwork, these Team Members are advancing our ongoing mission to provide an environment where our Team Members are proud to work.

ENTERTAINMENT
Kevin Bee, Stephanie Trilli, John Lewis, Angie Tripp, Crystal Cox, John Ryan, Michael Ferris, Allie Kraus, Lee Everitt

HUMAN RESOURCES
Rene Faith-Sikes, Jaymine Gerlach, Bethany Graham

MARKETING & SALES
Freddy Flynn, Meredith Bandy

UO FINANCE
SueEllen Brantley

PARKS TECHNOLOGY
John McKinney, Derrick Moore, Ben Hart, John Gallagher, Jean-Paul Gibeau, Ken Blood, Tony Aranilla

REVENUE OPERATIONS
Ian Pollock, Justin Soble, Ed Andreassen, Jennifer Flores, Nico Ortega, Debbie Sanchez, Zeljko Nikcevic, Jeff Mercado, Daniel Houck, Delilah Rodriguez, Dana Lewis, Hector Valencia, Nate Pitstick, Amanda Buckley, Jeminat Dawodu, Wallace Aldea, Bobby Emmino

TECHNICAL SERVICES
Xavier Cuadrado, Jameson Schultz, Jackie Warner, Matt Roefer

UPR FINANCE
Sandra Leslie, Scott Campbell, Ozzy Soto, Andrew Bruning

VOLCANO BAY
Alejandra Agreda, Felicia Davis, Shannon Heit-Ruddy, Ethan Wheeler, Channing Ogzewalla

PARK & RESORT OPERATIONS
Brett Clark, Andrew Lopez, Nicole Suggs, Leo Vasallo, Hannah Hallenbeck, Randy Morrison, Dustin Chadwick, Angie Aguilar, Joe Quiry, Elisa Goldman, Carlie Garcia, Anthony Espin, Don Lenz, Manuel Ruiz, Chris Cory, Monique Watson, Justin Allnock, Matt Kurtz, Gina Peterson, Kim Tate, Kim Goodman, Henry Morales, Rob Gudelanis, Tim Murray, Jesus Granados

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Note: Dates, times, pricing, locations, and other details are subject to change. Please visit UOTeam.com for updates to the online version.

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